



The State of New Hampshire  
**Department of Environmental Services**



**Robert R. Scott, Commissioner**

Due to the ongoing public health state of emergency related to COVID-19 and to protect the health of every individual entering 29 Hazen Drive, the Department of Environmental Services has implemented new procedures for entry to the building.

What to expect at your visit to the Department of Environmental Services:

- You must schedule an appointment for entrance to the building. Appointment times may be limited to accommodate time for cleaning and also to ensure that all citizens have an opportunity to safely review documents.
- Please arrive no earlier than 5 minutes before your scheduled appointment as we are reducing the amount of time spent congregating at the entrance to the building.
- The building is secured and you will not be allowed entry without a DES staff escort. Please call 271-2919 to announce your arrival and then follow our instructions to meet outside the main entrance.
- You must wear a face mask or appropriate protective face covering. A mask must be worn over your mouth and nose at all times. If you do not have a face mask, we will provide a disposable mask for you. **If you do not wear a face mask, you will not be allowed into the building.**
- A simple health screening process has been implemented for entrance to the building. Screeners will ask you a few questions and take your temperature. The following are example questions that are subject to change; **if you answer “yes” to any question you will not be allowed into the building:**
  1. Have you returned from international or domestic travel via bus, train or airline within the last 14 days?
  2. Have you had contact with anyone with confirmed COVID-19 in the last 14 days?
  3. Have you had any of the following symptoms in the past 72 hours?
    - a. Feeling feverish: feeling flushed, having chills, or otherwise like you might have a fever even if your temperature is normal?
    - b. Cough, sore throat, runny nose/sneezing, or shortness of breath?
    - c. Two or more of these other signs of illness not due to chronic medical conditions: fatigue, muscle aches, joint aches, headache?
    - d. Loss of taste and smell?

**Note:** Screeners have authority to deny anyone access to the building as a result of the screening.

- Hand sanitizer (alcohol based gel) or disposable gloves will be provided to you; use of one or the other is required.
- Practice physical distancing by keeping at least a 6-foot distance from others. You will see markings on the floor in the Public Information Center indicating where it is safest to stand.
- **Failure to follow any of these requirements may result in termination of the appointment and you will be asked to leave the building.**

[www.des.nh.gov](http://www.des.nh.gov)

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